

PATENT

Docket No. RSW920030089US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS:	David A. Selby	Confirmation No. 1932
APPLICATION NO.	10/806,204	
FILED:	March 22, 2004	Examiner: A. Boyce
CASE NO.	RSW9200130089US1	Group Art Unit: 3623

**TITLE: SYSTEM, METHOD, AND COMPUTER PROGRAM
PRODUCT FOR INCREASING THE EFFECTIVENESS OF
CUSTOMER CONTACT STRATEGIES**

FILED ELECTRONICALLY ON July 17, 2009

MAIL STOP AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.116
TO EXAMINER'S FINAL ACTION MAILED MARCH 17, 2009**

Sir:

This is in response to the final Office Action mailed March 17, 2008, having a period for response set to expire on June 17, 2009. A Petition extending the period for response for one month, to July 17, 2009, is included herein along with authorization to charge the extension fee to Deposit Account No. 50-4364. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper; Remarks begin on page 7 of this paper.